

Quick Reference Guide

Order a Refill	<ul style="list-style-type: none"> • www.express-scripts.com • Toll-free, 866.DOD.TMOP (866.363.8667)
Check on the Status Of Your Order	<ul style="list-style-type: none"> • www.express-scripts.com • Toll-free, 866.DOD.TMOP (866.363.8667)
Get a Mail Order Registration Form	<ul style="list-style-type: none"> • www.express-scripts.com • Military Treatment Facilities • TRICARE Regional Service Center (see inside back cover)
Speak to a Registered Pharmacist	<ul style="list-style-type: none"> • Toll-free, 866.DOD.TMOP (866.363.8667)

Contact Us

Within the United States	<ul style="list-style-type: none"> • Toll-free, 866.DOD.TMOP (866.363.8667)
Outside the United States	<ul style="list-style-type: none"> • Toll-free, 800.ASK.4PEC (800.275.4732)
TDD if Your Hearing Is Impaired	<ul style="list-style-type: none"> • Toll-free, XXX.XXX.XXXX
Online	<ul style="list-style-type: none"> • www.express-scripts.com
Mailing Address	<ul style="list-style-type: none"> • PO Box XXXX Tempe, AZ XXXXX-XXXX



TRICARE Mail Order Pharmacy Beneficiary Guide

For eligible military health system beneficiaries



The TRICARE Mail Order Pharmacy (TMOP) has chosen Express Scripts to provide your mail order prescriptions. As one of the nation's leading prescription benefit managers, Express Scripts processes more than 400 million prescriptions annually, serving the needs of one out of every six people in the United States.



To Find Information About

Contacting Express Scripts	Back Cover
Copayments	page 5
Delivery	pages 4 & 14
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Frequently Asked Questions	page 14

Quick Reference

When to Use Express Scripts	<ul style="list-style-type: none"> For prescriptions you take on a regular basis (for example, to control your blood pressure)
Maximum Supply per Prescription or Refill	<ul style="list-style-type: none"> Up to a 90-day supply of most medications Up to a 30-day supply of controlled substances
Deductible	<ul style="list-style-type: none"> None
Copayment	<ul style="list-style-type: none"> Active Duty: \$0 All Other TRICARE Beneficiaries: <ul style="list-style-type: none"> Generic Drugs \$3 Brand-Name Drugs \$9



TMOP and Express Scripts

Your Convenient, Economical Option for Long-Term Prescription Drug Needs

If you take prescription medications for long-term, ongoing conditions, using TMOP and Express Scripts can help you save both time and money.

NOTE: If you need a prescription immediately or for one-time use (antibiotics, for instance), go to a military or TRICARE retail network pharmacy.

Convenient

- You can fill your prescriptions by mail and order refills by mail, phone or online.
- Standard shipping and handling are free. You can request expedited shipping for an additional charge. (See the enclosed Mail Order Registration Form for details. Not available to APO/FPO addresses.)
- Your prescriptions will be mailed to any U.S. postal address, including temporary addresses, APO and FPO. If you are assigned to an embassy and do not have an APO/FPO address, you must use the official Washington, D.C., address.

Safe

- Registered pharmacists verify your order for accuracy and safety.
- Prescriptions are checked against your medication profile through a direct link to the Department of Defense (DoD) Pharmacy Data Transaction Service (PDTS). PDTS holds records of all prescriptions processed from Military Treatment Facilities, TRICARE retail network pharmacies and Express Scripts mail order pharmacy.
- Your prescriptions are shipped in unmarked, weather-resistant pouches for your protection and privacy.
- If you have questions about your prescription drugs, a registered pharmacist is available to talk to you at any time. (See the back cover of this guide for contact information.)

Economical

- You can order up to a 90-day supply* of your medication for the same copayment as a 30-day supply at a retail pharmacy. That's a 66% savings for you.

**30-day supply for controlled substances.*

About Your Copayment

Your copayment is based on the type of medicine you and your doctor choose. Prior authorization may be needed before TMOP will cover some medications, and certain medications may not be covered. For more information, go to www.pec.ha.osd.mil/TMOP.

- **Generic Drugs:** These FDA-approved medications are clinically equivalent to brand-name products. Your copayment will be lowest when you use generic drugs. DoD requires that FDA-approved generics be dispensed.
- **Formulary Brand-Name Drugs:** These are medications that are not available as generics. The DoD Pharmacy and Therapeutics (P&T) Committee has approved these brand-name drugs for coverage.

Type of Drug	Copayment for up to 90-Day Supply*	
	Active Duty Personnel	All Other Beneficiaries
Generic	None	\$3
Formulary Brand-Name	None	\$9

**30-day supply for controlled substances. The TMOP Formulary may impose quantity limits on some medications. For more information, go to www.pec.ha.osd.mil/TMOP.*

The TMOP Formulary

The TMOP formulary includes generic and preferred brand-name drugs.

- **Generic Drugs:** These FDA-approved medications are clinically equivalent to brand-name products. Your copayment will be lowest when you use generic drugs. DoD requires that FDA-approved generics be dispensed.

Formulary Details

For an explanation of the formulary and a detailed listing of Covered Drugs, Excluded Drugs and quantity level limits, go to www.pec.ha.osd.mil/TMOP.

- **Formulary Brand-Name Drugs:** These are medications that are not available as generics. The DoD P&T Committee has approved these brand-name drugs for coverage.

The Formulary Is Reviewed Regularly

By authority of DoD Health Affairs Policy 98-025, dated 23 March 1998, the P&T Committee was established and given the responsibility of managing the mail order formulary, which will become the TMOP formulary on 1 March 2003.

- The TMOP drug formulary includes almost every non-injectable FDA-approved prescription medication, selected injectable medications and a few over-the-counter (non-prescription) medications.
- This committee meets quarterly, and comprises military medical providers and pharmacists representing each branch of service.

- The DoD Pharmacoeconomic Center (PEC) is the advisory group to the DoD P&T Committee.

The formulary was restructured during the May 1999 DoD P&T Committee meeting. The restructuring:

- Enables beneficiaries and prescribers to more easily and accurately determine the availability of medications.
- Promotes the use of medications that offer significant clinical and economic advantages over other medications.

Generic Drugs

DoD policy is to dispense generic drugs.

- Brand-name drugs that have a generic equivalent may be dispensed only if your doctor submits documentation of medical necessity to Express Scripts for prescribing the brand-name drug in place of its generic equivalent.



Injectables and Topicals

- In general, injectable and over-the-counter medications are only available if specifically listed as Covered Drugs.
- Most FDA-approved oral and topical prescription drugs are available unless they are listed on the formulary under Excluded Drugs or New Drugs Pending.
- Diabetic supplies – including test strips, lancets, syringes and needles, and alcohol swabs – are covered products.

Prior Authorization

- To find out whether your prescription has a prescribing restriction or requires prior authorization, go to www.pec.ha.osd.mil/TMOP.

It's Easy to Use Express Scripts

To Fill a New Prescription by Mail

- Ask your doctor to write a new prescription for up to a 90-day supply* of your medication.
- Complete the Mail Order Registration Form attached to this guide. This form only needs to be completed once, unless health conditions change.
- Insert the form, your written prescription and payment (by credit card [preferred], check or money order) in the pre-addressed, postage-paid envelope and mail it.

**Up to a 30-day supply for controlled substances. Military prescribers must have their own DEA number to prescribe controlled substances.*

To Order Refills Online for Delivery by Mail

- Go to www.express-scripts.com.
- At your first online visit, you'll need to complete a brief registration process. This will make your future visits fast and easy. And it will give you access to information about prescription drugs, health conditions and other information.

Need Forms?

To get additional Mail Order Registration Forms, see the back cover of this guide.

Delivery Information

Prescriptions will be mailed to any U.S. address, including temporary addresses, APO and FPO. If you are assigned to an embassy and do not have an APO/FPO address, you must use the official Washington, D.C., address. Prescriptions cannot be mailed to private foreign addresses.

To Order Refills by Phone For Delivery by Mail

- Call, toll-free, 866.DOD.TMOP (866.363.8667).
- Have your military ID number, Rx number and credit card information ready when you call.

Time to Refill

You can expect your order to arrive at your U.S. postal address within 10 days. To make sure you receive your refills before your current supply runs out, re-order at least two weeks before you need your refill – and you may want to allow a few extra days for APO/FPO delivery.

Eligibility

Benefits Are Available to

- Active duty beneficiaries worldwide, including Reserve/National Guard personnel and their family members on Title 10 or Title 32 (federal) active duty orders for more than 30 days
- TRICARE-eligible beneficiaries, all ages
NOTE: Retired Reservists, Guardsmen and former members and their family members do not obtain TRICARE eligibility until age 60.
- Continued Health Care Benefit Program Enrollees

Additional Eligibility Information

- You must be registered with the Defense Enrollment Eligibility Reporting System (DEERS) to use TMOP. TMOP depends upon your DEERS beneficiary profile, so your profile must be accurate.
- If you turned 65 before 1 April 2001, you may participate in the program without being enrolled in Medicare Part B; beneficiaries who turned 65 on or after 1 April 2001 must be enrolled in Medicare Part B and must ensure their DEERS profile is updated to participate.

Important

TMOP depends upon your Defense Enrollment Eligibility Reporting System (DEERS) beneficiary profile, so your profile must be accurate.

To update your DEERS profile, call, toll-free:

- California – 800.334.4162
- Alaska and Hawaii – 800.527.5602
- All other U.S. locations – 800.538.9552
- www.tricare.osd.mil/deers

- Beneficiaries residing outside U.S. Postal Service delivery areas may use only APO/FPO addresses as the mailing address for this program. You must have your APO/FPO address reflected in your DEERS profile.

If You Have Other Health Insurance

If you are covered by other health insurance (OHI) with a pharmacy benefit, you may not use TMOP unless the other plan does not cover the medication needed or coverage from your other plan has been exhausted.

- If the medication needed is not covered by OHI, submit the prescription and the Explanation of Benefits from the OHI to Express Scripts. If the drug is covered by TMOP, Express Scripts will fill the prescription.
- If you reach your OHI's benefit cap, submit a copy of the cap notice to Express Scripts with your prescription. If the drug is covered by TMOP, Express Scripts will fill the prescription until your OHI pharmacy benefit is renewed.

If Your Prescription Is Denied

Under certain circumstances, you may have the right to appeal decisions related to your benefits.

If your prescription is denied, you will receive a letter of denial. It will contain the reason for the denial and tell you how to appeal the decision.

About Your Personal Health and Prescription Information

In order to provide you with prescription mail order service and to administer the program, Express Scripts may require personal health and prescription drug information from you or your physician.

We use this information to verify your eligibility and pricing under the program, to try to identify adverse drug interactions, to accurately process your prescription order, and to keep you informed about the proper use of your medications, available treatment and benefit options.

Under the terms of our agreement with TRICARE, we are required to provide individual pharmacy claims data for payment processing and record keeping. As part of our agreement, we are also obligated to report to TRICARE any unusual activity that may represent fraud or abuse of benefits.

The Department of Defense and Express Scripts may also use information and prescription data gathered from claims submitted for reporting and analysis purposes without identifying individual patients.

Finally, in response to a court order, subpoena, search warrant, law or regulation, we may be legally compelled to release your personal information. If that happens, we will notify you, unless doing so would violate the law or court order. Other than the circumstances listed above, we will not use or disclose your personal information to a third party without your permission.

HIPAA Compliance and Information Privacy

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) includes provisions to ensure individual privacy regarding your personal health information. Express Scripts is committed to meeting the HIPAA as well as DoD guidelines related to privacy.

Frequently Asked Questions

Q: How do I start using Express Scripts?

A: It's easy. Just complete the attached Mail Order Registration Form and mail it, your written prescription and payment in the pre-addressed, postage-paid envelope.

Order a New Prescription	page 8
Refill a Prescription	page 8
Check on the Status of Your Order	<ul style="list-style-type: none"> • www.express-scripts.com • toll-free, 866.DOD.TMOP (866.363.8667)

Q: Where can I get a Mail Order Registration Form?

A: You can print an order form at www.express-scripts.com, pick up one at any Military Treatment Facility or contact your regional TRICARE Service Center (see inside back cover of this guide).

Q: If I register with Express Scripts, can I still use the military and retail pharmacies?

A: Yes. Using Express Scripts does not restrict access to military pharmacies or retail pharmacies. In fact, using a military pharmacy is recommended because it's the most cost-effective way — both for you and the DoD — to get prescription drugs. You should also use a military or retail pharmacy for prescriptions you will take only once or need to begin immediately, such as an antibiotic.

Q: How long will it take to get my prescription?

A: You can expect your order to arrive at your U.S. postal address within 10 days. To make sure you receive your refills before your current supply runs out, re-order at least two weeks before you need your refill — and you may want to allow a few extra days for APO/FPO delivery.

Q: Can I use Express Scripts even if I have other health insurance coverage with a pharmacy benefit from another source (for example, my current employer or my spouse's employer)?

A: No. If you are covered by other health insurance (OHI) with a pharmacy benefit, you may not use TMOP unless the other plan does not cover the medication needed or coverage from your other plan has been exhausted.

- If the medication needed is not covered by OHI, submit the prescription and the Explanation of Benefits from the OHI to Express Scripts. If the drug is covered by TMOP, Express Scripts will fill the prescription.
- If you reach your OHI's benefit cap, submit a copy of the cap notice to Express Scripts with your prescription. If the drug is covered by TMOP, Express Scripts will fill the prescription until your OHI pharmacy benefit is renewed.

Q: How do I find out if the drug I need is on the formulary, has a prescribing restriction or requires prior authorization?

A: You can call the number on the back page of this guide or review the TMOP Formulary at www.pec.ha.osd.mil/TMOP.

Q: Can I submit prescriptions written by any doctor?

A: By law, only prescriptions written by prescribers licensed in the United States, District of Columbia or a U.S. territory are considered valid. For controlled substances, the prescriber must provide his or her individual DEA number. Prescribers cannot write prescriptions for themselves or family members.

Q: What information is needed for each new prescription?

A: Prescriptions must include your name, sponsor's Social Security number, address and phone number, as well as the prescriber's name, address, phone number and DEA number for controlled substances. Be sure all patient and prescriber information is legible.

Q: Are National Guard/Reserve personnel and their families eligible?

A: National Guard/Reserve personnel and their family members are eligible to use TMOP if the sponsor is on Title 10 or Title 32 (federal) active duty orders for more than 30 days. Coverage begins the day the sponsor's orders begin for both the member and his or her family members.

Q: As a National Guard/Reserve member on Title 10 or Title 32 orders for 120 days, how do I ensure coverage?

A: Your DEERS records must show activated status for you. Contact DEERS (see box, page 10) before deployment, if possible, to verify your status. Changes need to be made in person at the nearest ID card-issuing facility.

Q: Can I get my prescription in a bottle without a childproof cap?

A: Yes. Just check the appropriate box on the order form.

Q: What if I have other special requests – I need extra bottles, for example?

A: Just ask. Include a note about your request with your order.

Q: Once I place an order, how do I check on its delivery status?

A: You can check on the status of your order any time at www.express-scripts.com or by calling toll-free, 866.DOD.TMOP (866.363.8667).

Q: Do customer service representatives speak languages other than English?

A: Yes. For a representative who speaks the language of your choice, call 866.DOD.TMOP (866.363.8667).

Q: I live apart from my sponsor. Can I establish a separate account?

A: Yes. Call 866.DOD.TMOP (866.363.8667) to arrange for a separate account.

Q: What do I do if I have more than one address?

A: To add an address or change addresses, call 866.DOD.TMOP (866.363.8667). A customer service representative will help you.

Regional TRICARE Service Centers

Region 1 Sierra Military Health Services	Connecticut, Delaware, Maine, Massachusetts, Maryland, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, northern Virginia, Washington, D.C., northeast corner of West Virginia	888.999.5195
Region 2 Humana Military Health Services	North Carolina, southern Virginia	800.931.9501
Region 3 Humana Military Health Services	Florida (excluding panhandle), Georgia, South Carolina	800.444.5445
Region 4 Humana Military Health Services	Alabama, Florida panhandle, eastern third of Louisiana, Mississippi, Tennessee	800.444.5445
Region 5 Humana Military Health Services	Illinois, Indiana, Kentucky, Michigan, Ohio, West Virginia (excluding northeast corner), Wisconsin	800.941.4501
Region 6 Health Net	Arkansas, western two-thirds of Louisiana, Oklahoma, Texas (excluding southwestern)	800.406.2832
Region 7/8 TriWest	Arizona (excluding Yuma), Colorado, Idaho (excluding northern), Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, South Dakota, Texas (southwestern, including El Paso), Utah, Wyoming	888.874.9378 (888.TRI.WEST)
Region 9 Health Net	Southern California, Yuma, Arizona	800.242.6788
Region 10 Health Net	Northern California	800.242.6788
Region 11 Health Net	Northern Idaho, Oregon, Washington	800.404.0110
Region 12 Health Net	Alaska, Hawaii	888.242.6788
Europe	Europe, Africa, Iceland, Middle East	888.777.8343
Pacific	Pacific, WESTPAC	800.777.8343
Latin America	Canada, Central America, Panama, South America	800.777.8343